USER GUIDE TO THE
MIDC\RAND CASELOAD STANDARDS STUDY
TIMEKEEPING APPLICATION

(Ver: 20180620c)

START KEEPING TRACK OF YOUR CASE-RELATED WORK TIME ON MONDAY, JUNE 25th AND CONTINUE THROUGH SUNDAY, AUGUST 19th

CONTENTS

FIGURES

TABLES

Very Important!!!

- Only counsel who have been appointed to represent indigent clients should participate in the time study. While the contributions of paralegals, investigators, interpreters, interns, externs, law clerks, research attorneys (such as law school graduates who write motions and briefs but do not directly represent clients), administrative staff, and social workers are vitally important to the practice of indigent defense, their contributions will be accounted for in other ways.
- Before you begin using the timekeeping application, please review all of the instructions and other notices on the MIDC project website (http://michiganidc.gov/midc-and-rand-caseload-study/) .
- Start keeping track of your case-related work time on Monday, June 25th and continue through Sunday, August 19th.
- If you feel you cannot continue to participate in the time study **after** you've begun on Monday, June 25th, please let Jonah Siegal at MIDC or Nick Pace at RAND know immediately.
- If you are unable to begin recording your time starting on June 25th but still wish to participate, please go ahead and start using the application at your soonest opportunity, but also let Jonah Siegal at MIDC or Nick Pace at RAND know when you began to track your time.
- **Contact info** - Jonah Siegal: jsiegel@michiganidc.gov; phone: 1-517-657-3062 \ Nick Pace: nickpace@rand.org; phone 1-310-393-0411 ext. 6176
- Please be aware that after the conclusion of the time study (the end of the day on Sunday, August 19th), we will be asking you to return to the application and confirm whether each case that had not already been flagged as having ended was in fact still pending at the end of the time study or if it had previously concluded. Given the tight timeline that exists for generating new caseload standards, we will need you to complete this case status verification by close of business on Wednesday, August 22nd. The process should take only a few minutes of your time.

Getting Help

- Besides the instructions and other available on the MIDC project website (http://michiganidc.gov/midc-and-rand-caseload-study/), instructions can also be referenced by clicking the large *Help Button* at the top of a number of screens within the application.
- You are always welcome to contact Nick Pace, principal investigator for the project at the RAND Corporation (1-310-393-0411 ext. 6176; *nickpace@rand.org*) to answer any questions. If need be, Nick will put you in touch with the folks at JusticeWorks for technical issues related to the application. Jonah Siegal, MIDC Research Director (1-517-657-3062; jsiegel@michiganidc.gov) can also help you with questions about the caseload standards development effort.
- If you have issues of a technical nature (e.g., the website keeps freezing up on you), please contact JusticeWorks by email at *support@justiceworks.com* or by toll-free phone at 1-888-696-9357. Tell the technician that you are involved in the Michigan time study. Support is provided between 7:00am and 7:00pm Central Time. If you need help at other times, contact Nick Pace at RAND.

Project Scope and Design

- It is absolutely critical for you to record all case-related time expended during the eight week study period, regardless of the day of the week, time of the day, or where it occurred. Failing to make sure that the application has all hours you've spent on your clients' behalf will result in a distorted picture of the resources needed to deliver effective representations.
- The sole goal of the time study is to figure out how much time is currently being spent by all attorneys on adult indigent criminal defense matters in the state of Michigan. This is not an exercise to measure whether

you worked a sufficient number of hours or have truly earned your compensation or have adequately discharged your duties on your clients' behalf. None of the information you provide will be used for evaluative purposes nor will your identity or that of your clients be utilized in this work or reported to anyone.

- While the application and these materials use the term "case," it isn't always true that a formal court case is involved in an appointment. A perhaps more fitting description would be "client matter," as the term covers any type of legal services provided to an indigent defendant, including those services that are not directly related to a current criminal prosecution or an appeal.
- Only publicly funded representations for adults who are unable to afford counsel in the following types of cases in Michigan trial level courts are part of the time study. <u>In other words, if your case doesn't fit the profile below, you do not have to record the time you spent on it during the study period, nor do you have to register it on the application.</u>

Table 1 – Study Case Types

TRIAL COURT LEVEL CASE TYPE (ADULT CLIENTS ONLY)
Homicide (including Felony Murder)
Criminal Sexual Conduct (all degrees)
Other Class A Offenses Not Involving Felony Murder or Sexual Assault
Other High-Severity Felonies (B, C, D)
Low-Severity Felonies (E, F, G, H) & 2 Year High Court Misdemeanors
Misdemeanors with Potential Sentences of over 93 Days
Misdemeanors with Potential Sentences of 93 Days or Less
Probation Violations
Other adult criminal indigent defense matter

- What's not included?
    1) All <u>other</u> indigent appointments not described in the table above such as…
        a) Appeals
        b) Juvenile matters
        c) Family cases
        d) Federal cases
        e) Cases in states other than Michigan
        f) Probate appointments
    2) All privately retained representations of any type
- Conducting a law practice obviously involves a lot more effort than just taking steps in direct support of a client's needs. You undoubtedly spend time furthering your professional development, handling administrative chores, supervising the non-case related activities of others, providing training to your colleagues, performing activities in the community, etc. All very important tasks, but for the purpose of tracking your time for the cases in this time study, effort spent in this regard is not counted. Note that the initial registration screen for the time study application will ask you some questions about how much time

you spend in an "average" workweek dealing with these sorts of non-case related tasks. You'll also be asked about how much time you generally spend in an "average" workweek on representations that are not part of the time study. The information you provide on that screen will be extremely valuable in developing caseload standards.

- The time and activity information you provide during the eight week data collection period will be used to calculate average attorney hours over the lifetime of cases of various types. To get that information, we need you to record your time for <u>every</u> eligible case you are working on from Monday, June 25th through Sunday, August 19th, even if that case began before June 25th (which most cases in this study will have) or if it remains active after August 19th. In other words, <u>it is not important when the file was first assigned to you or when you've completed your services for your client</u>; if you are working on an eligible case (see table above) at any time during the eight week study period, then your time needs to be recorded for that case.

- You might wonder how we can calculate total attorney time expenditures given that some (maybe even most) of the cases in the time study will have been active at a point prior to and\or following the eight week study period. In order to keep the study period as short as possible and avoid having to collect data over a far longer time (such as a full year), we will be employing certain statistical techniques to impute missing time information. This is one reason why it is extremely important for you to let us know if a time study case ended during the data collection period and to tell us about the manner in which it was resolved (the information helps us with the estimation calculations).

General Rules for the Application

- The website address you received from RAND is unique to you alone. Your user ID and password will not work at a web address assigned to one of your colleagues. If you cannot remember the proper web address, contact Nick Pace at RAND. If you know the web address but have forgotten your password, an option on the log-in screen will result in a temporary replacement password being sent to you by email.

- Always use the large buttons on the top of each screen in the application to move through the website rather than your browser's "forward" and "back" buttons. Use of the browser's navigation keys may result in loss of information you've just entered or an unwanted exit from the website. If you are trying to get to some specific place and the large buttons don't seem to have your desired destination, click on the *Home Page Button* and try from there.

- The categories available for recording information about case types, case-related activities, and dispositions reflect an effort to greatly simplify what are complex concepts in real-world criminal law, procedure, and practice. We hope that you'll bear with us and choose the option that seems to you to be the best fit, even if it isn't quite a *perfect* fit.

- If you are entering case or time information into the application <u>you must always save the entry before moving onto another page</u>.

- This document only describes how to use the timekeeping application designed for desktop and laptop computers. A mobile version of the application is available for most smartphones, but you will first need to download a special app to use it:

    - iOS devices such as iPhones and iPads: Search for "defenderData" in the Apple App Store. See https://itunes.apple.com/us/app/dd7-mobile/id1039936383?ls=1&mt=8

    - Android devices such as smartphones and tablets: Search for "defenderData" in the Google Play Store. See https://play.google.com/store/apps/details?id=io.justiceworks.defenderData

Once you have installed the defenderData app on your mobile device, and open the app for the first time, you will be prompted for the Organization ID you received in the time study instruction email on June 20. After that first log-in, you will only need your User Name and Password to access the mobile app.

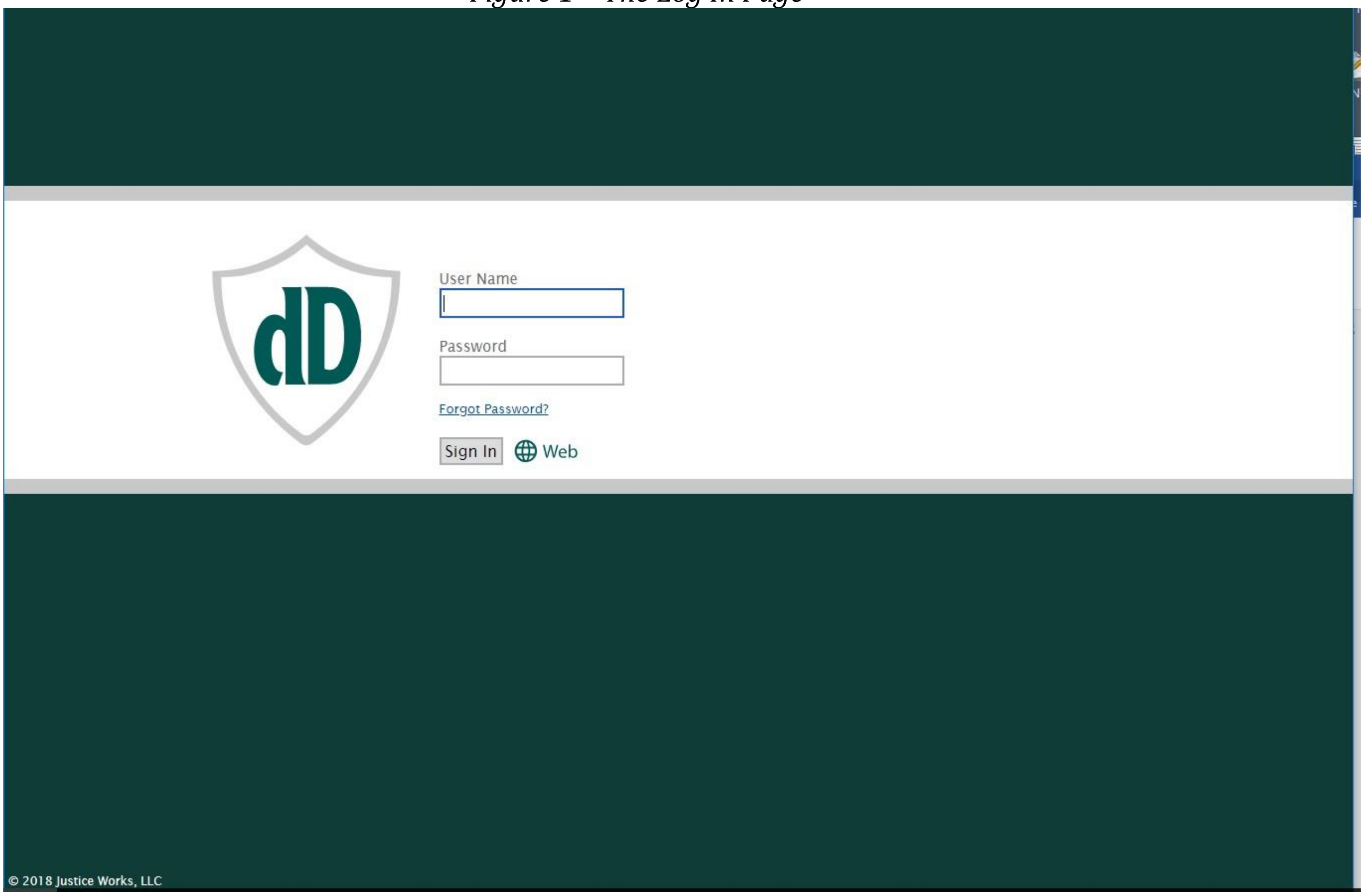
Note that the design of the mobile version has been significantly altered to fit smaller devices and so some features discussed in this document are not available (you cannot, for example, create new cases in the system using a mobile device); in addition, the layout differs significantly as well. We strongly suggest that you confine your timekeeping and case management efforts to the standard application available on a desktop or laptop computer until you are comfortable enough to work with the abbreviated design on the mobile site.

Detailed Instructions

Accessing the Application

- Using the website address you were provided by RAND by email on Wednesday, June 20th, you'll be taken to the *Log-In Pag*e where you will enter your *User Name* and your *Password*.(you received those on June 20th as well). Your *Password* is case sensitive, though your *User Name* is not. Click the Sign In button and you'll be, well, signed in…
- If you've logged in before, you'll be taken to the *Home Page*. If this is the first time you've logged in, you'll go to the *Attorney Information Page* and then the *Password Changer Pop-Up* before being taken to the *Home Page* (see discussion that follows).

Figure 1 – The Log In Page

- 

Initial System Access: Entering Information About You and Your Practice

- If this is the first time you've logged in, you'll initially see the *Attorney Information Screen*. You'll be asked to let us know (a) how many years you've been in practice and how much of that time has been spent handling criminal cases, (b) how many hours you work practicing law (regardless of what sorts of cases or tasks), and (c) your estimates of the amount of time you spend in a typical week on various types of activities.
  - We're only asking for your best guess as to what an average workweek looks like. For many practitioners, there is no "average" workweek or it doesn't seem like there is, but just come up with a rough approximation.

- Please make sure that your estimates of the average number of hours you work on various types of cases sum up to your separate estimate of total weekly working hours *OR* that your estimated percentage allocations for various types of cases over the average work week add up to 100 percent.
- Note the difference between "case related time" and "non-case related time". The former is effort expended directly in furtherance of a specific client matter, while the latter is anything else you do in regards to your profession, your practice, or your clients generally, which might include attending continuing education programs, supervising support staff, filling out surveys or time studies such as this one, or even just enjoying the office holiday party. If it is "work-related" but isn't for a specific case, then it's "non-case related time."
- Make sure you click the *Save Button* at the top before leaving this page.
- If later you realize that one of your answers on the *Attorney Information Screen* should be changed, you'll have the opportunity to make whatever modifications you want using the *Options Button* at the top of the *Home Page*.

Figure 2 – The Attorney Information Screen – Hours Breakout Example

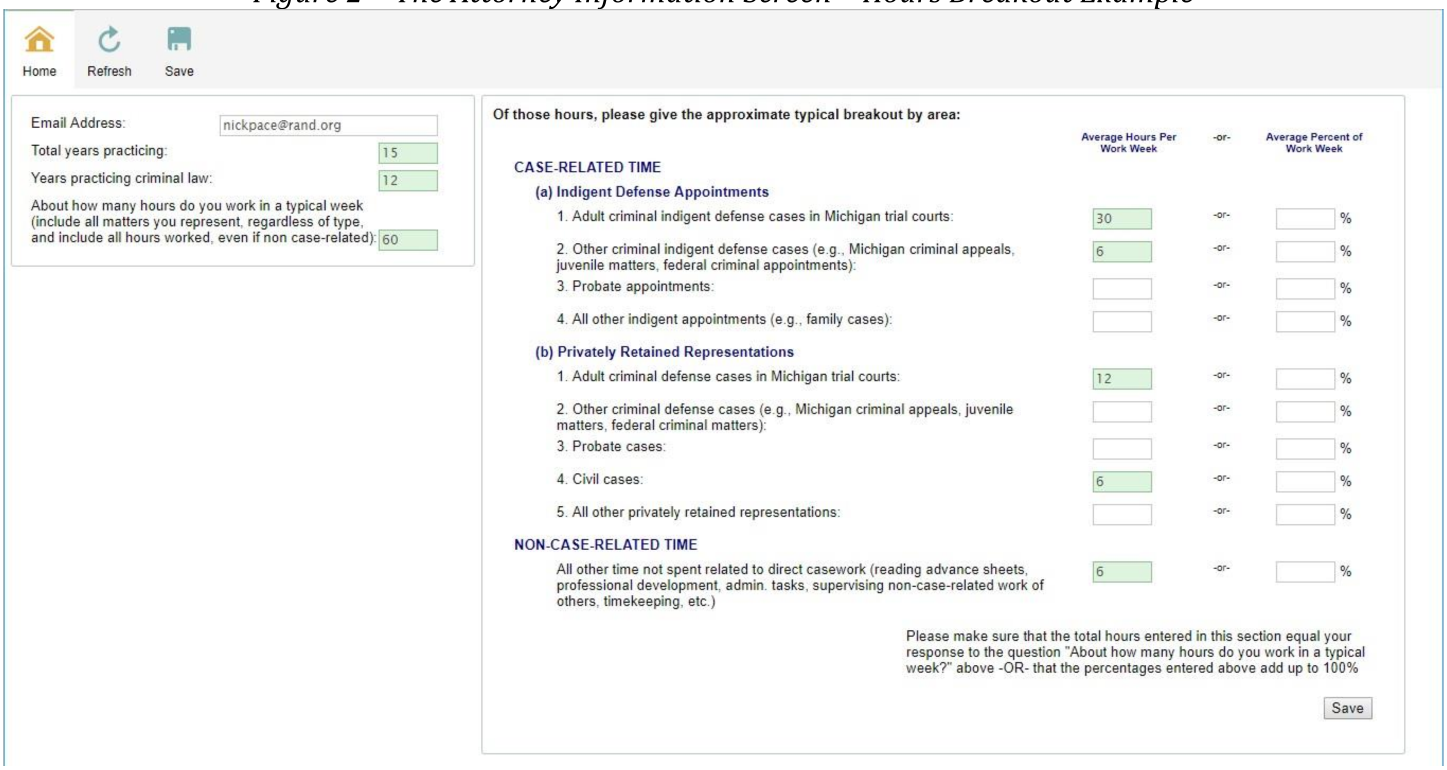
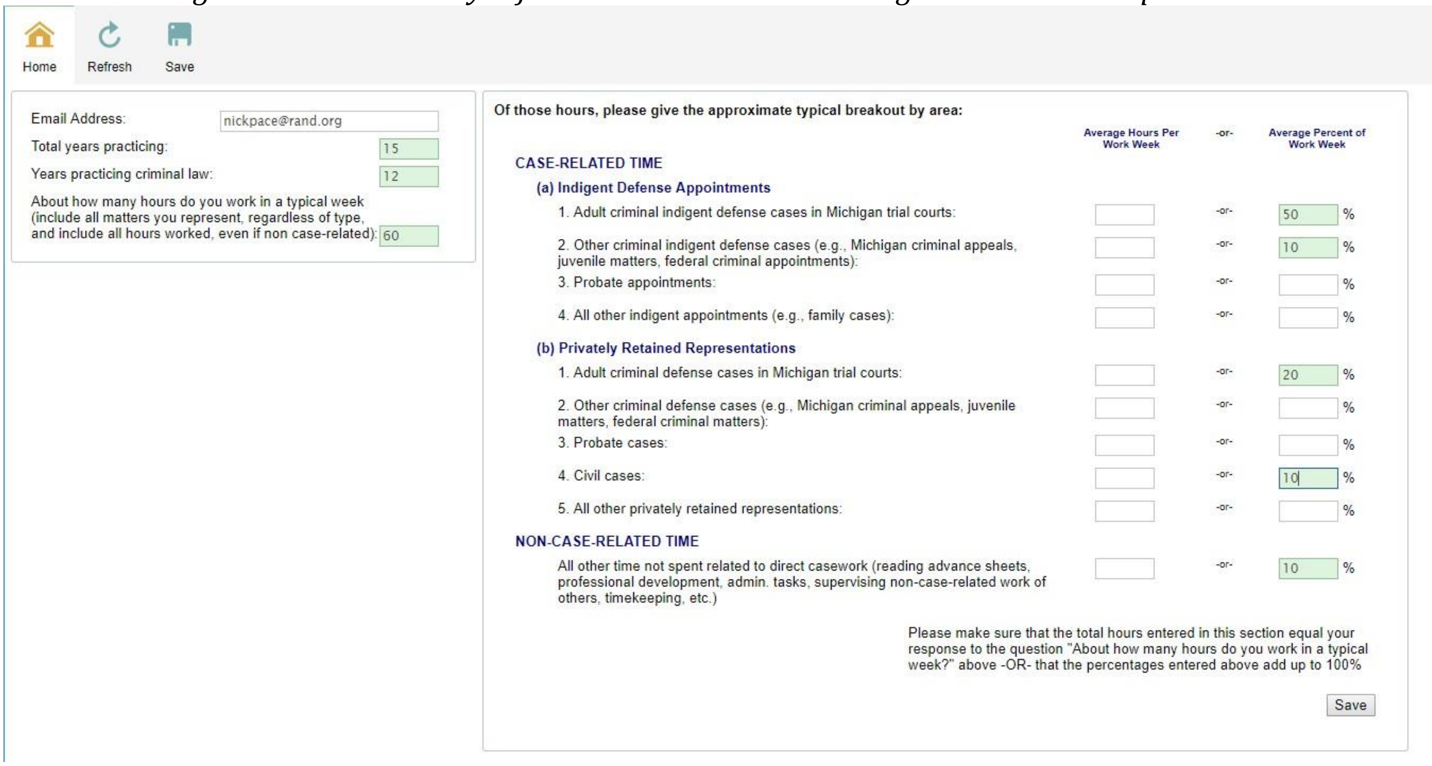
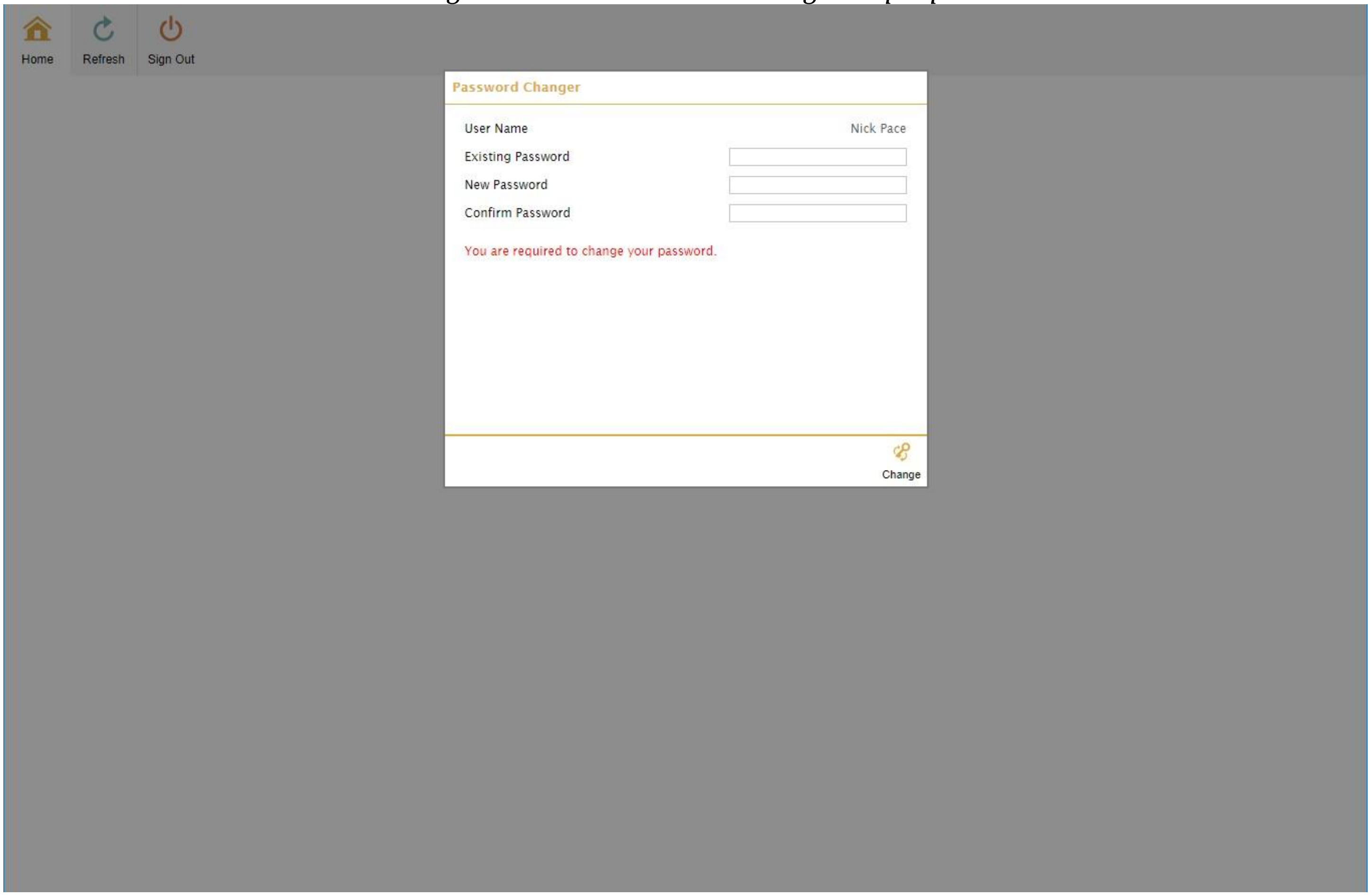


Figure 3 – The Attorney Information Screen – Percentage Breakout Example



- Initial System Access: Changing Your Password
    - If you've completed the *Attorney Information Screen* for the first time, you'll be taken to the *Password Changer Pop-Up* where you are required to change your password from the one we sent you on Wednesday, June 20th for security reasons.
    - When you've entered in the required information, click the Change button on the lower right of the pop-up window. Once you've done so, you'll be taken to the *Home Page*.
    - If later you wish to change your password, you'll have the opportunity to do so using the *Options Button* at the top of the *Home Page*.

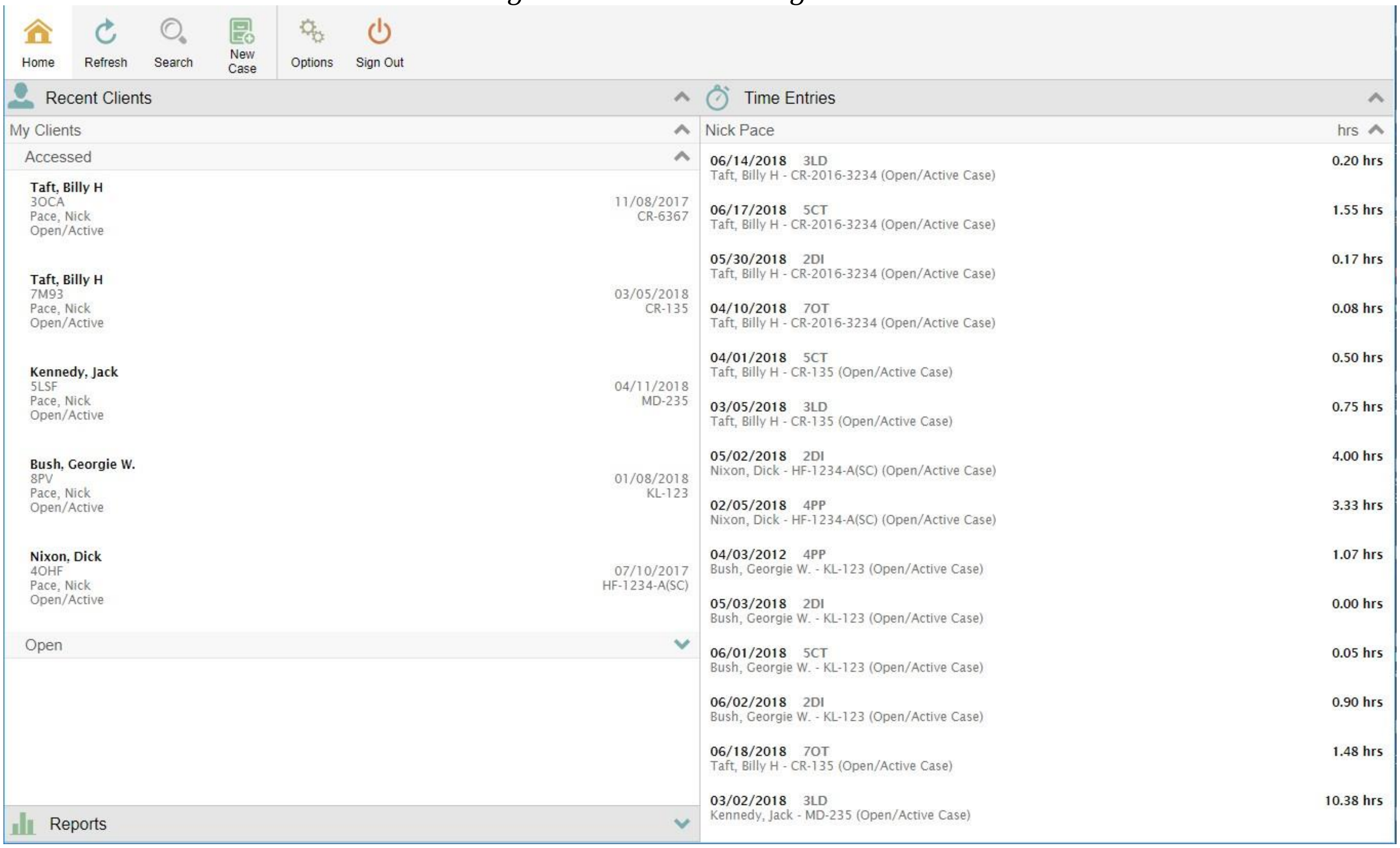
Figure 4 – The Password Changer Pop-Up



The Home Page

- The *Home Page* is where you'll start each time after you log in (after initial registration). If this is the first time you've seen the *Home Page*, there won't be anything in it because none of your cases have been registered and you haven't entered any time information. If that's true, then skip to the section below on ***Registering a New Case*** so you can get started. You can always return to the *Home Page* by clicking on the *Home Button* on the top of most screens in this application.

Figure 5 – The Home Page



- At the top of the *Home Page* is a row of large buttons that will either take you to a different page or perform a common task:
  - A *Home Button* to take you to the *Home Page* (but hey, you're already there!).
  - A *Refresh Button* to update the screen with information you have recently entered.
  - A *Search Button* to take you to a page where you can hunt for specific cases.
  - A *New Case Button* to take you to a page where you can register a new case for either a new or existing client.
  - An *Options Button* to take you a page where you can (a) change your current password, (b) update information about yourself and your practice, or (c) run a test of your connection with the JusticeWorks servers.
  - A *Sign Out Button* to make sure that your information is secure when you cease working on the application after your session.
  - A *Help Button* to take you to various guides and instructional materials.
- On the upper left side of the *Home Page* is the **Recent Clients Section**. Here you can find the names of clients for whom you've recently recorded information (such as time spent on an activity). If you want to enter time for one of the clients you see in this section or update some information about his or her case, just click on the name displayed and you'll be taken to the *Client Screen* (discussed below) where you can work on any case with that client name. Note that not all of your registered clients will necessarily be listed in the **Recent Clients Section** (cases that have not been worked on for many months do not show up); if you need to enter some information for a client or a

case not shown, you may have to click the *Search Button* at the top of the *Home Page*. The **Recent Clients Section** is divided into two windows:

  - The Accessed Window shows the names of clients (and one of their cases) in the order they were most recently accessed. This window is expanded by default when you open the *Home Page*. You can scroll down through the window to find additional cases.
  - The Open Window shows the names (and one of their cases) for all clients you've registered in order of their last names. This window is collapsed by default, so you'll need to expand it using the little arrow to the far right of the word "Open".

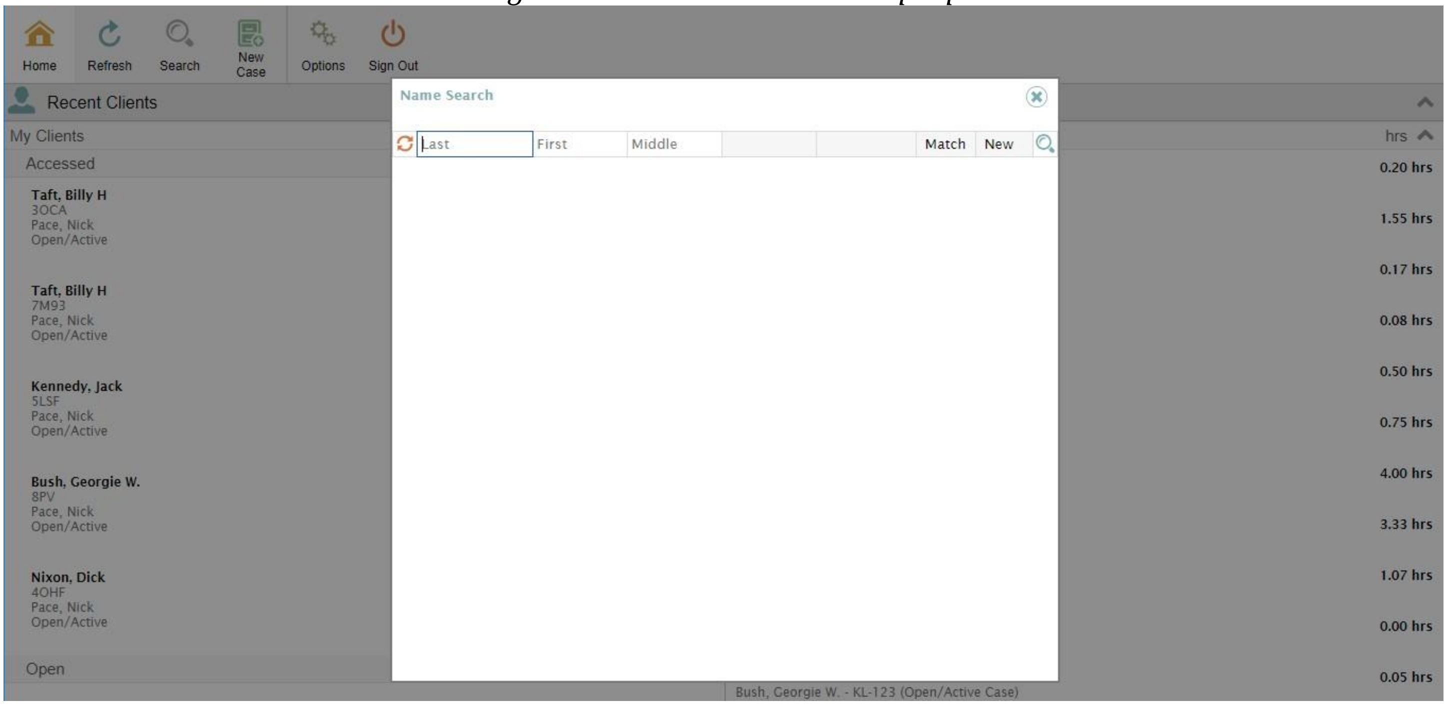
- On the lower left side of the *Home Page* is the **Reports Section**. Here you can find the summary reports on your timekeeping activity you've run recently (assuming that you've run them at all). This window is collapsed by default, so you'll need to expand it using the little arrow to the far right of the word "Reports". If you actually want to run a new report on your timekeeping activity, click the little green "chart" icon to the immediate left of the word "Reports".
- On the right side of the *Home Page* is the **Time Entries Section**. Here you can find a list of the individual time entries you've made for your caseload. This list is sorted in order of the date of the activity recorded, with the most recent one first. This section is really for your information, but if you want to enter time for a number of different cases in one session (for example, you've worked on ten different cases today and you want to record some different time for each), just click on any of the entries or click on the green "clock" icon to the immediate left of the words "Time Entries", Either action will take you to the *Multicase Timesheet Screen*, though if you are going to enter a bunch of individual time entries for the same case, it's more efficient to go to the *Client Screen* either by clicking on a client's name in the **Recent Clients Section** or by searching for the client by clicking on the *Search Button*.

Registering a New Case

Confirming Whether The Client Is Already In The System

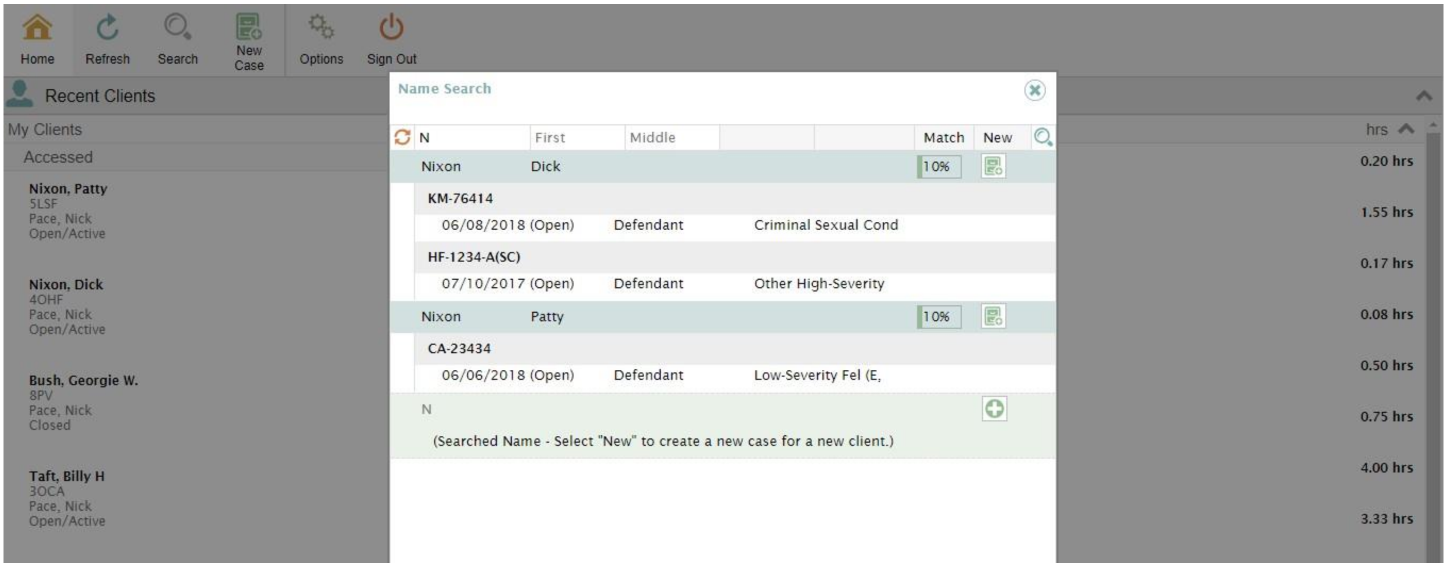
- Your first task is to register any case you will be recording time information for during this study. You don't have to do them all at once (it would be nice to have them all logged in before you start the time study but that would take some work), but if you want to enter some time and the case hasn't been registered already, click the *New Case Button* at the top of the *Home Page*. When you do this, the **Name Search Pop-Up** will appear:

Figure 6 – The Name Search Pop-Up



- The purpose of the **Name Search Pop-Up** is to see if the client f you are trying to register is already in the system. If so, any new case will be linked to the existing client, making it a lot easier to look for related matters.
  - If you are sure the client isn't already registered, enter at least the client's last and first name into the fields in the pop-up, then click the green "magnifying glass" icon to the right of the name fields. This is what you will see:

- If no existing cases show in the results, just click the green and white "cross" icon on the right. The "cross" icon opens up a new case for a new client. You'll be taken to the *Client Screen* (see discussion below in ***Entering Initial Case Information on the Client Screen***) where you can get started by entering some summary information about this client's case.
  - If you are NOT sure whether the client is already registered, you can search for similar names. For example, assume that your client has a last name that begins with "N". Enter just N (or more letters if you like) into the last name field in the pop-up, then click the green "magnifying glass" icon to the right of the name fields. If there are any clients registered to you with a last name of N, this is what you'll see:



- You now have to decide whether any of the client names match the one you are working on. If it does, then click on the green "add file" icon to the right of the correct name. The icon looks like this:

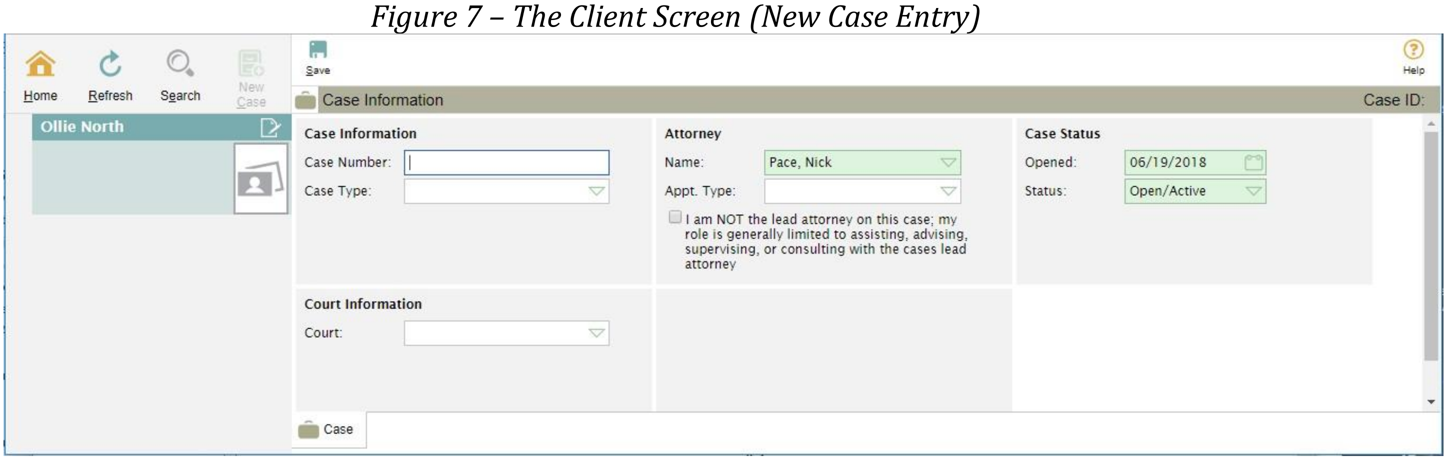
-  The "add file" icon opens up a new case for an existing client. You'll be taken to the *Client Screen* (see discussion below in ***Entering Initial Case Information on the Client Screen***) where you can get started by entering some summary information about this client's case.

- If instead none of the names in your search results are correct, you'll first need to go to the top of the **Name Search Pop-Up,** put in at least the full last and first name of your client, and then run the search again by clicking on the green "magnifying glass" icon. (*this is an apparent quirk of the application, because it doesn't like you to simply click the green and white "cross" icon to create a new case for a new client unless a search has been conducted on both last and first names…sorry!*) Once the search is complete and it is verified that both the last and first names of the client you are working on are not in the system, click the green and white "cross" icon on the right. The "cross" icon opens up a new case for a new client and you'll be taken to the *Client Screen* (see discussion below) where you can get started by entering some summary information about this client's case.

Entering Initial Case Information on the *Client Screen*

- The *Client Screen* is a place you'll be spending a lot of time because it allows you to enter or modify summary information about a specific case or enter or modify time entries for that case.

Figure 7 – The Client Screen (New Case Entry)



- On the left is the **Client Name Section** where the name of the currently selected client is displayed.
- On the right is the **Case Information Section**. As you can see at the bottom of the section, a "Case" tab is visible. It's not important now but later you'll have the option to switch between the current window (which allows case information to be entered for this case) and a "Time" tab (which allows time information to be entered for this case). Because you are in the middle of the process for creating a case for this client, the "Time" tab is not yet visible.

- You'll now need to enter the following information:
  - "Case Number". Use whatever case number that is convenient for you. You'll be able to search across all of you registered cases for this number, so it should be unique.
  - "Case Type". The dropdown menu gives you the following options:

Table 2 – Case Type Codes

TRIAL COURT LEVEL CASE TYPE (ADULT CLIENTS ONLY)	CODE
Homicide (including Felony Murder)	1HOM
Criminal Sexual Conduct (all degrees)	2CSC
Other Class A Offenses Not Involving Felony Murder or Sexual Assault	3OCA
Other High-Severity Felonies (B, C, D)	4OHF
Low-Severity Felonies (E, F, G, H) & 2 Year High Court Misdemeanors	5LSF
Misdemeanors with Potential Sentences of over 93 Days	6M94
Misdemeanors with Potential Sentences of 93 Days or Less	7M93
Probation Violations	8PV
Other adult criminal indigent defense matter	9OAC

If unsure, use the most severe (in terms of potential punishment) charge filed against your client when deciding between categories (that should be category that first appears in the list). In addition, if the client has multiple charges that would fall into multiple categories, use the category that first appears on the list. Only those cases that simply cannot fall into any of the specific categories should be classified as "Other adult criminal indigent defense matter", but we don't expect any such designations during this study. <u>If you have any questions about where your case fits, immediately contact Jonah Siegal at MIDC</u> (jsiegel@michiganidc.gov; phone: 1-517-657-3062).

  - "Court". The dropdown menu will allow you to indicate which district or circuit the case is being handled. The county is not important to this study. The dropdown box allows you to search for similar names. For example, typing "47" in the box will display the 47^{th} Circuit Court and the 47^{th} District Court, allowing you to quickly choose between the two.

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  - "Attorney". Your name should already be displayed. Ignore all other choices in the dropdown menu (they were entered for development purposes).

- "Appointment Type". Please choose between the following categories to indicate how you came to represent this client:

  Table 3 – Attorney Appointment Type Codes

Description	Code
Contract or Assigned Counsel	1CAC
Public Defender	2PD
Other indigent defense appointment type	3OTH

  Our assumption is that none of the folks participating in this time study will fall into the "other" category, but it's there if it applies to you.

- "I am NOT the lead attorney" check box. Our general assumption is that the primary attorney assigned to the client matter is the one filling out the time information. If you are only tangentially involved with the case (perhaps just showing up for a single hearing when the primary counsel is unavailable), please check this box when opening up the case. Doing so will help us combine your time entries with those contributed by the lead attorney.
- "Opened". This should be the date that the case was first assigned to the counsel creating the record. The application defaults to the current date as a matter of convenience to deal with recent appointments, but if you were first assigned to the case in March of 2016, that's the date you should enter. You can enter the date manually or you can use the date "picker" by clicking on the green "calendar" icon.
- "Status". If you are creating this case for the first time, the status defaults to "Open\Active" and will continue to do so until you either (a) close the case because you are no longer representing this client or (b) the time study is over. You can ignore the little "clock" icon to the right of the Status box.

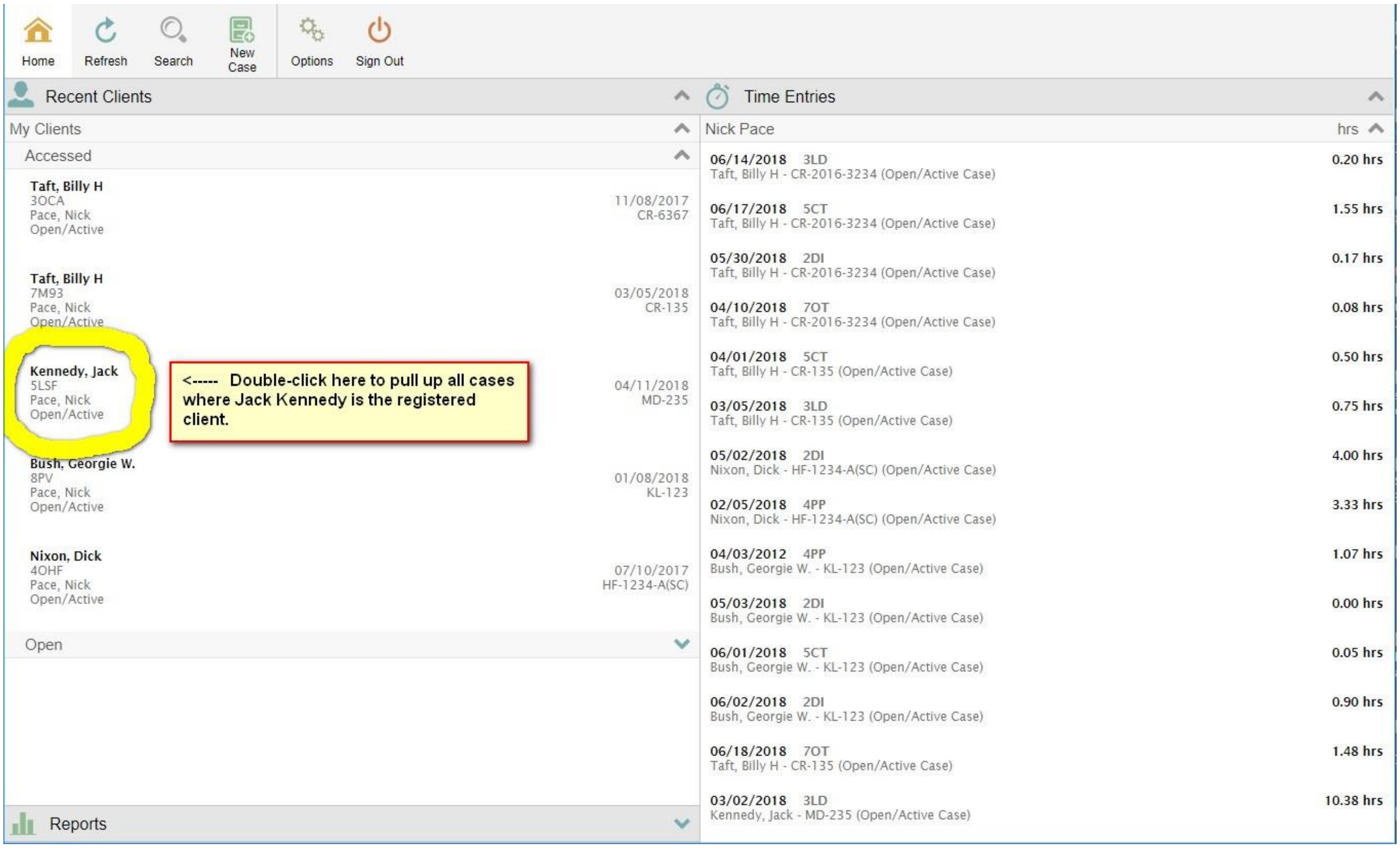
- What if you know some other attorney in your office worked on the same case before you and is likely to have already registered the case in the application? Unfortunately, you'll have to create the case again for your own records, but making sure the spelling of the client's name and case number matches what the prior attorney entered for his or her case will allow us to merge the time information later.
- Once you are satisfied, click either the *Save Button* or the *Save\Exit Button* just above the **Case Information Section**. The former choice saves the information but keeps you on this *Client Screen* (useful if you now want to enter time or change something about the case). The latter option saves the information but then sends you to the *Home Page*.

Using the Client Screen to Enter Time or Modify Case Information

<u>Getting to the *Client Screen*</u>

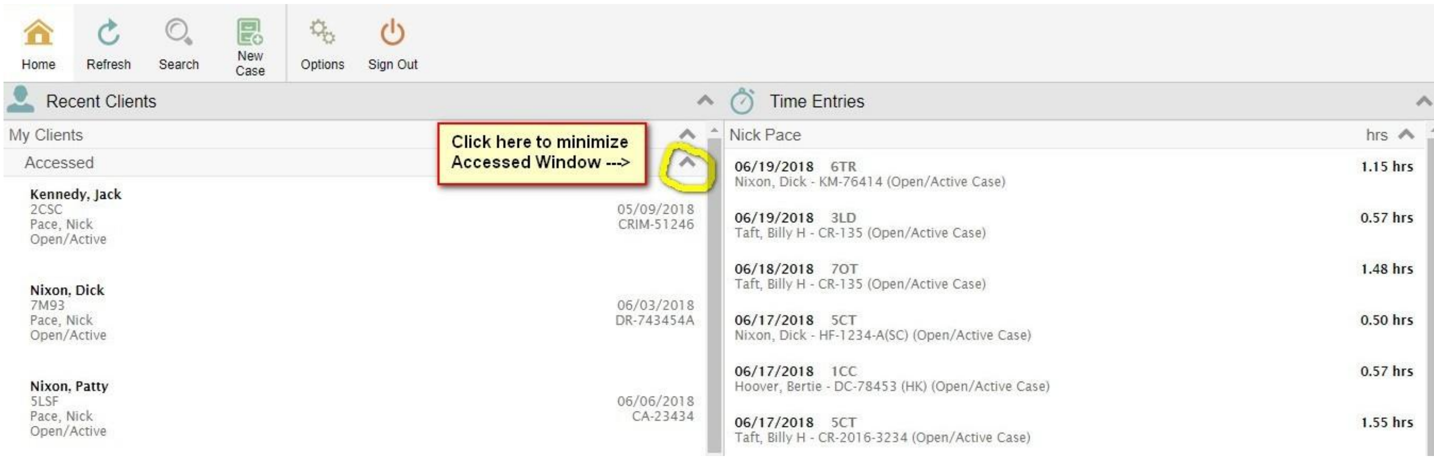
- Besides registering new cases, the *Client Screen* can also be used for entering time information for one or more cases for a single client. It can also be used for changing some of the summary information you provided about a client's case, such as changing the status of a case from Open\Active to Closed. Here are the different ways you can get to the right *Client Screen* for what you want to do:
  - **Selecting a Client from the *Home Page* using the <u>Accessed Window</u> in the Recent Clients Section**: This is pretty simple. Just find the client name you are looking for on the left side of the *Home Page* in the top part of the **Recent Clients Section**. That's known as the <u>Accessed Window</u>, and is always visible when you first open the *Home Page*. Note that only clients that you have entered any information for recently show up in this window (see the next section if you are looking for a different

case). Click on the client name (don't worry about what case is shown) as shown below for all of client Jack Kennedy's cases. Once you get to the *Client Screen* you can select the specific case you are interested in.

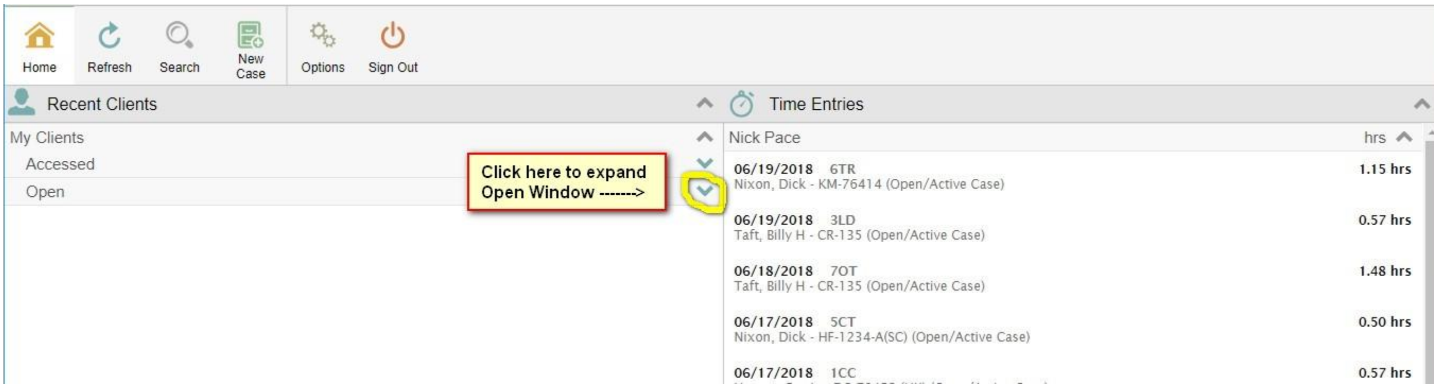


- **Selecting a Client from the *Home Page* using the <u>Open Window</u> in the Recent Clients Section**: This is also pretty simple and the <u>Open Window</u> has all of your clients listed (rather than just the recently accessed ones). Unfortunately, the window is sometimes hidden on the lower part of the **Recent Clients Section** on the *Home Page* (it's not expanded by default). This is what you have to do:

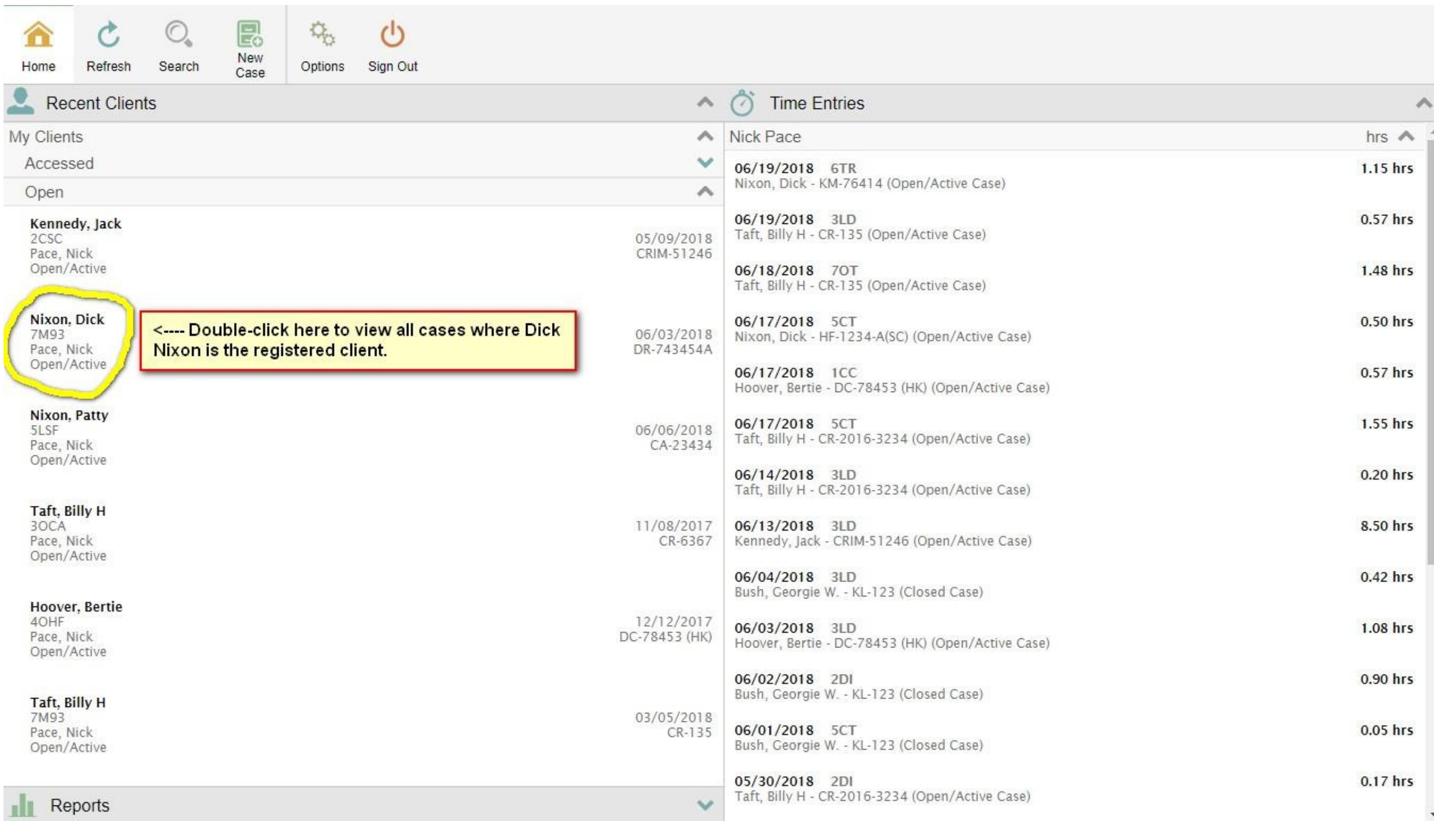
  (1) First minimize the <u>Accessed Window</u>:



(2) Next expand the <u>Open Window</u>:



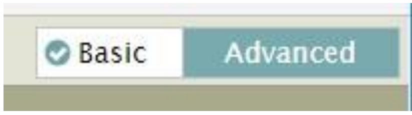
(3) Finally, click on the client name (don't worry about what case is shown) as shown below for all of client Dick Nixon's cases. Once you get to the *Client Screen* you can select the specific case you are interested in.



- **Running a Client or Case Search Using the *Search Screen***: A *Search Button* will be visible at the top of the *Home Page* as well as at the top of a number of other screens in the application. Clicking on it will display the following:

Figure 8 – The Search Screen (Basic Search Default)

Notice that on the right side of the *Search Screen* there is a toggle that you can use to switch between the "basic" and "advanced" versions of the search function (the application will remember which version you used last and that will be what you will see first when you next access the *Search Screen*):



We'll discuss the basic version first, but frankly the advanced search can often get you to the right client or case faster. If you want to switch, just click the "Advanced" side of the toggle.

- **Basic Searches:** The search box just below the top button bar looks for matches with ANY field recorded for registered cases. The most obvious search you might want to conduct is to look for someone's last name, but keep in mind that the basic search will look elsewhere as well, including first names, your name, the case type, the case number, etc., so sometimes you get more than you expected. You can enter in whole words (*Nixon*, for example) or partial words with an asterisk to denote a wildcard (*Nix**, for example). When ready, click the green "magnifying glass" icon to the right of the search box. The following is an example of a basic wildcard search for "T*" and how to select the specific case you want from Mr. Taft's legal matters:

- **Advanced Searches:** Clicking the search type toggle will display the Advanced version of the search function. Here your search can target specific fields such as last name, first name, case number, case type, attorney name, opened date range, closed date range, and current status (you can ignore Case ID, an internal identifier used by JusticeWorks). Unlike the Basic version, Advanced searches assume that every text entry is a wildcard so you don't need to include an asterisk (*). Entries in multiple search fields require all such fields to be true when flagging cases. The example below searched for the letters "Nix" in the first name and "P" in the last name, and the only client satisfying both criteria was Patty Nixon. As was true for Basic searches, you only need to click the case you want in the search results to get to the proper *Client Screen*.

Note that when you get to the *Client Screen* using either the Basic or Advanced search function, the case you selected will also be the one selected on the *Client Screen*. That said, it's a snap to change your selection to any of the other cases that are registered to the same client (you just click on the right one displayed).

Modifying Existing Case Information on the *Client Screen*

- Changing the case-level information you first entered when you registered the case is easy once you get to the *Client Screen*. When you've accessed the screen using one of the methods described above, it'll look something like this:

Figure 9 – The Client Screen (Existing Case - Case Info Tab)

Notice here that Mr. Nixon's case involving a misdemeanor with a potential sentence of 93 days or less (case number DR-743454) is highlighted on the left side of the screen (and an arrow points to it) and information about this specific case (such as the fact that it is in the 6^{th} Circuit Court) is displayed in the **Case Information Section**. If this wasn't the right case for Mr. Nixon, just click one of the others listed on the left side of the screen.

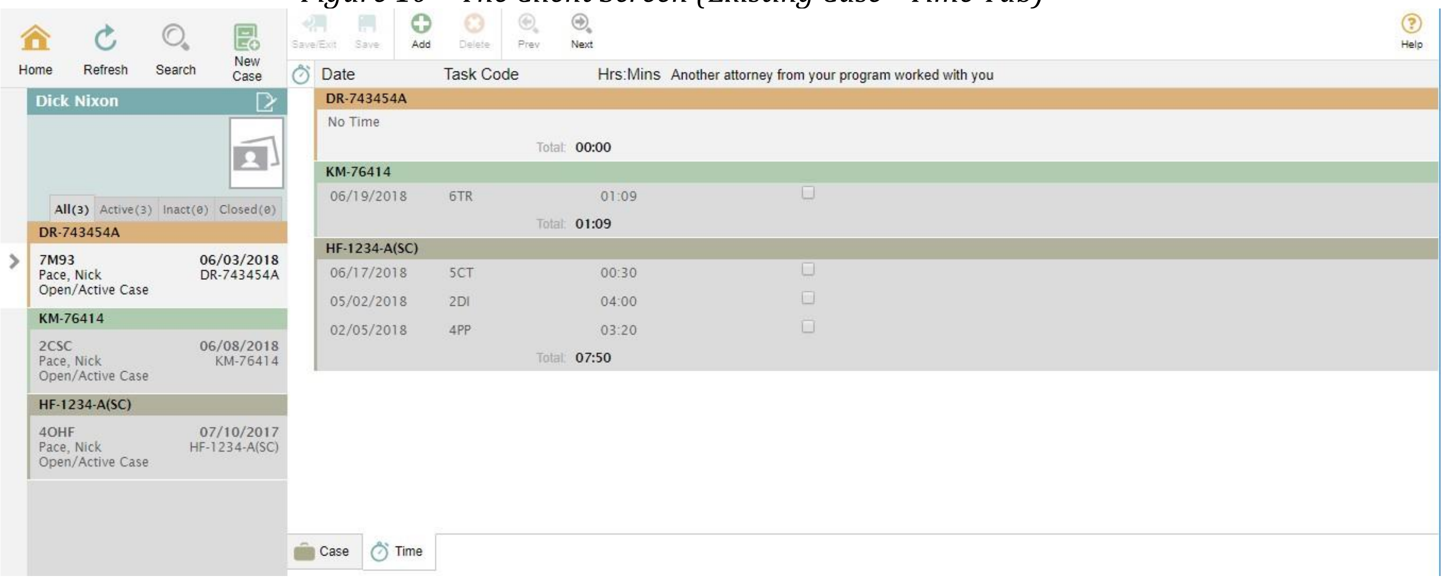
To modify the existing case information in the right section, just change whatever you want and then click the *Save Button* or the *Save\Exit Button* on the top button bar.

Entering Time Information on the *Client Screen*

- If the specific case that's displayed for this client is the one you want (if not, click on the correct one from the choices on the left side), you need to take one additional step before you can enter time. At the bottom of the *Client Screen* (see *Figure 9*), you'll see two tabs:

Click on the "Time" tab and the *Client Screen* will now look like this:

Figure 10 – The Client Screen (Existing Case - Time Tab)



Here Mr. Nixon's case number DR-743454A is the one that's highlighted on both the left and right sides of the *Client Screen*, and again if that's not the one you want, click on the correct one (doesn't matter if you click on a case displayed on the left or right side; either will work to select).

- Focusing on selected case number DR-743454A, this is how you would <u>add</u> a time entry:
  - Click the green "cross" *Add Button* at the top of the *Client Screen*. Clicking on it will display the following:

  - First, enter the date of the activity (not the date that you are entering the time information, but instead the date you did the work) in the Date box. The box defaults to today's date. You can enter the correct date manually but it's usually faster to click on the calendar icon and find the day you want.
  - Next, select the right task code (a code for the activity that took place) from the Task Code dropdown menu. Most codes should be self-evident, but more detailed explanations for the activity types selected by MIDC are as follows:

Table 4 – Activity Type Codes

Description	Code	Explanation
Client Communication	1CC	• Any direct communication with clients including in-person visits in jails, prisons or holding facilities; by phone, letter, email or video • If client is in custody, this includes all time in facility, including going through security and waiting to see client • Includes meetings with clients in court
Discovery Review or Independent Investigation	2DI	• Reviewing discovery in whatever form provided. • Requesting and reviewing other records received through independent investigation, including public, data, treatment, criminal history, adoption, HHS or CPS, etc. • Drafting discovery and independent investigation requests, and memos of review of information received. • Other active independent investigation, including research and identification of potential witnesses, correspondence with and interviews of lay witnesses, consulting and testifying experts, and other third parties. • Any additional communication with anyone other than clients for the purposes of discovery review and independent investigation.
Legal Research or Drafting and Review of Court Documents	3LD	• Researching legal issues and questions relevant to case • Reviewing statutes, caselaw, court rules or other legal authority relevant to case • Drafting, editing, reviewing and filing legal documents, including motions, briefs, stipulations, subpoenas, witness lists, notices and legal memoranda • Any communication with anyone other than clients for the purposes of legal research or drafting and review of court documents.
Plea Negotiations or Preparation for Motion Hearings, Trials, and Sentencings	4PP	• Negotiation with prosecutors that occurs outside of court • Preparation for an appearance in court, including reviewing motions, briefs and exhibits, and other court file documents. • Preparing outlines or notes for argument • Practice arguments, moot courts • Witness preparation • Any additional communication with anyone other than clients for the purposes of plea negotiation or preparation for hearings, trials and sentencings.
Court Time	5CT	• Time spent in court for hearings, and court-ordered conferences or meetings, including waiting time. • Attending presentence interviews
Travel	6TR	• All case-related travel, including to/from court, visits with clients, other case-related meetings, research or investigation events, etc.
Other	7OT	• Any other case-specific activity, such as clerical work, media requests, property retrieval, post-sentence/appeals advice, open/closing of cases, supervision, etc.

Note that if more than one category might fit what you were doing (for example, you might have been reviewing discovery by listing to recordings of wiretaps as you were traveling in your vehicle to interview a witness), use the first category that appears in this list (in the example, "Discovery Review or Independent Investigation" would apply rather than "Travel").

What do you do if the activity applies to more than one case? For example, you might have to drive two hours to a distant courthouse where you'll make an appearance in two separate cases. The easiest thing to do would be to split the travel time in half and submit one entry (for an hour) for the first case and a second entry (also for an hour) for the other case.

- Then enter the amount of time (either in minutes, hours, or hours & minutes) into the "Hrs:Mins" box. JusticeWorks has developed a lot of shortcuts and options for folks entering time amounts:
    - If you want to record just in minutes (up to 99 minutes), just enter the minutes. Examples: *17*, *4*, *72*.

        - If you want to record in whole hours, enter the hours immediately followed by a colon (:) and nothing else. Examples: *8:*, *2:*, *12:* (these will be converted to 8:00, 2:00, and 12:00 by the application).
        - If you want to record in hours & minutes, enter the hours immediately followed by a colon (:) and immediately follow that with a two digit amount for the minutes. Examples: *8:15*, *2:06*, *12:58* (these will be converted to 8:15, 2:06, and 12:58 by the application). [NOTE: A special shortcut for recording hours & minutes together that we do not recommend you use for this time study involves entering only a single digit for the minutes in order to record multiples of ten minutes. Thus *8:2* will be converted to 8:20 by the application, and not 8:02. The trick may be useful for experienced users, but can be confusing. Stick to two digit minutes when recording in both hours & minutes.]
    - Then consider whether you should check the "Another attorney from your program worked with you on this specific activity" box. This means you and some other <u>attorney</u> from your law firm or organization were engaged in a joint effort to perform <u>this specific activity</u> (not the case generally, but just the activity you are recording such as an hour and twenty minutes as a second chair at a trial). If you check that box, the other attorney need not make an entry into his or her time study application as we'll just double the amount of time you've entered. This should be a fairly rare situation.
    - Finally, click either the *Save Button* or the *Save\Exit Button* at the top of the screen to save this particular time entry. Clicking the former will keep you on this *Client Screen* so you can work on either this last case or any case associated with this client. Clicking the latter will return you to the *Home Page*.

<u>Modifying or Deleting Existing Time Information on the *Client Screen*</u>

- Follow the previous instructions for getting to the "Time" tab on the *Client Screen* for the case you want to work in. You'll see all of the time entries for all of the cases for the selected client. Simply click anywhere in one of the fields for the specific time entry of interest to highlight that entry.
    - You can now modify any and all of the fields for that entry. When done, click either the *Save Button* or the *Save\Exit Button* at the top of the screen to save the modified time entry.
    - Alternatively, you can delete that entry once selected. Click on the *Delete Button* at the top of the screen.

Using the Multicase Timesheet Screen to Enter or Modify Time Information

- The *Client Screen*'s Time tab is great for entering or modifying a bunch of time entries for the same client or the same case. But it can be a bit of a chore to open the *Client Screen* for each case for which you want to record time information when you need to do this for a lot of different cases at the same time. The application has an alternative means for time entries that can offer a quicker way to jump around your caseload. We call it the *Multicase Timesheet Screen* because, as the title suggests, on that screen you can enter time for a variety of different cases.

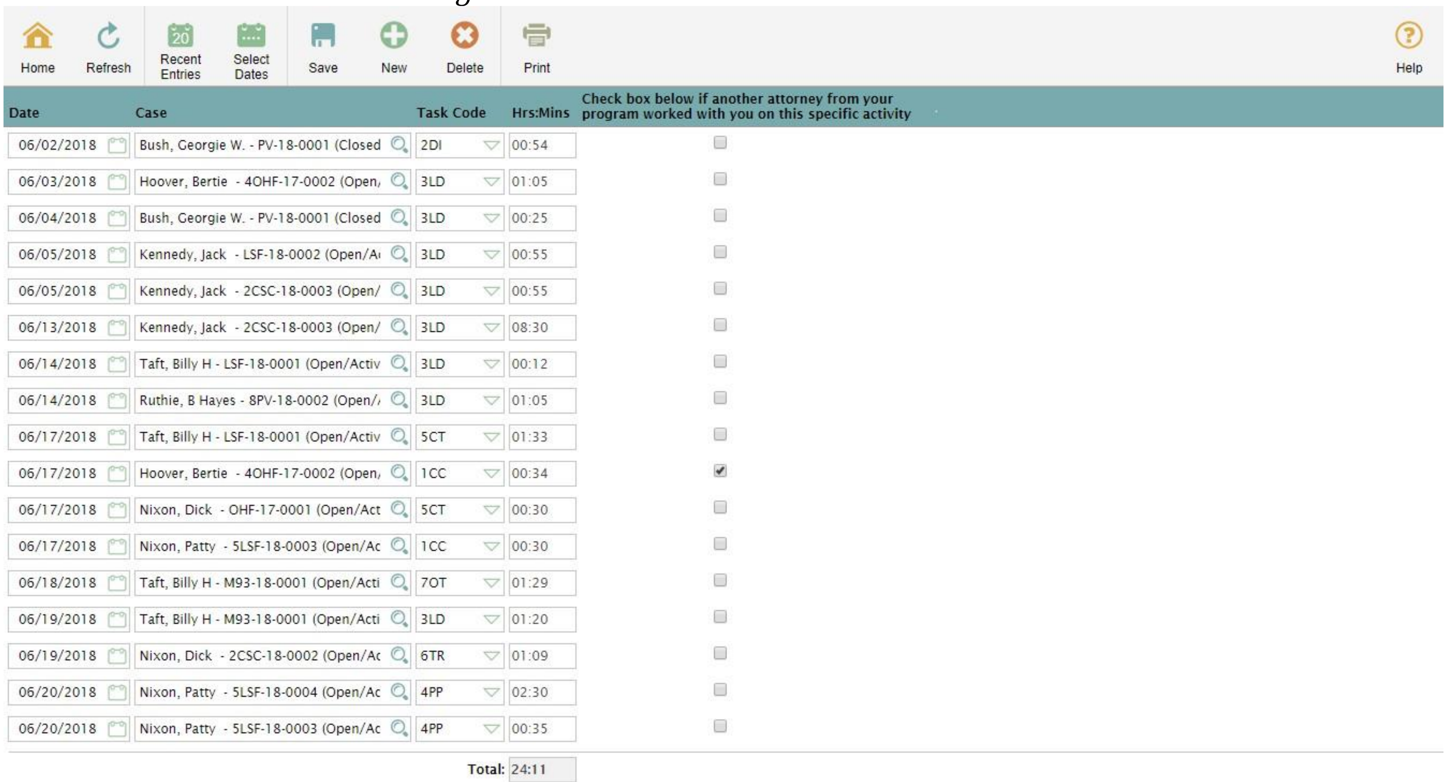
<u>Getting to the *Multicase Timesheet Screen*</u>

- Do either of the following:
    - Go to the *Home Page* and look for the green "stopwatch" icon to the immediate left of the words "Time Entries" on the upper right of the screen. Click on the icon.

- Go to the *Home Page* and click on any of the entries in the **Time Entries Section** on the right side of the screen.

- Once you've completed either method to access the screen, you'll see something like the following:

Figure 11 – The Multicase Timesheet Screen



- The entries that are displayed are the most recent ones you have added to the system. The fields are similar to ones available for time entries on the "Time" tab for the *Client Screen*, but there is an extra one here called "Case", which displays, in abbreviated fashion, the client's name, case type code, case number, and case status.

<u>Adding a New Time Entry for Any of Your Cases:</u>

- Click the *New Button* at the top of the screen. You'll get a blank entry line added to the end of the list that is already on the *Multicase Timesheet Screen*.

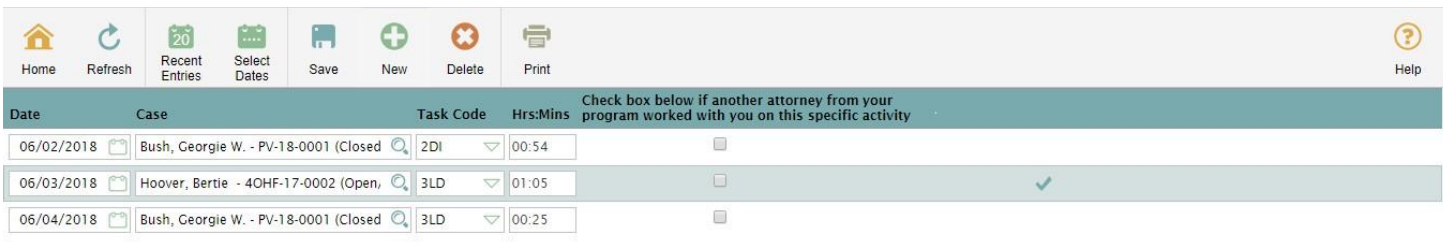
The "Date" box (which defaults to the current date), "Activity" box, and "Hrs:Mins" box are filled in the same manner as entries on the "Time" tab for the *Client Screen*.

The “Case” box is searched in a manner similar to the Basic version of the *Search Screen*, looking for matches with ANY field recorded for registered cases. You can enter in whole words (*Nixon*, for example) or partial words with an asterisk to denote a wildcard (*Nix**, for example). When ready, click the green “magnifying glass” icon to the right of the search box. The following is an example of a wildcard search for “K*”, which brought up all cases for Mr. Kennedy (because of the K in the last name) as well as a case each for Mr. Nixon and Mr. Bush (because of the K in the case numbers). Just click on the desired case and it’ll be assigned to the new time entry.

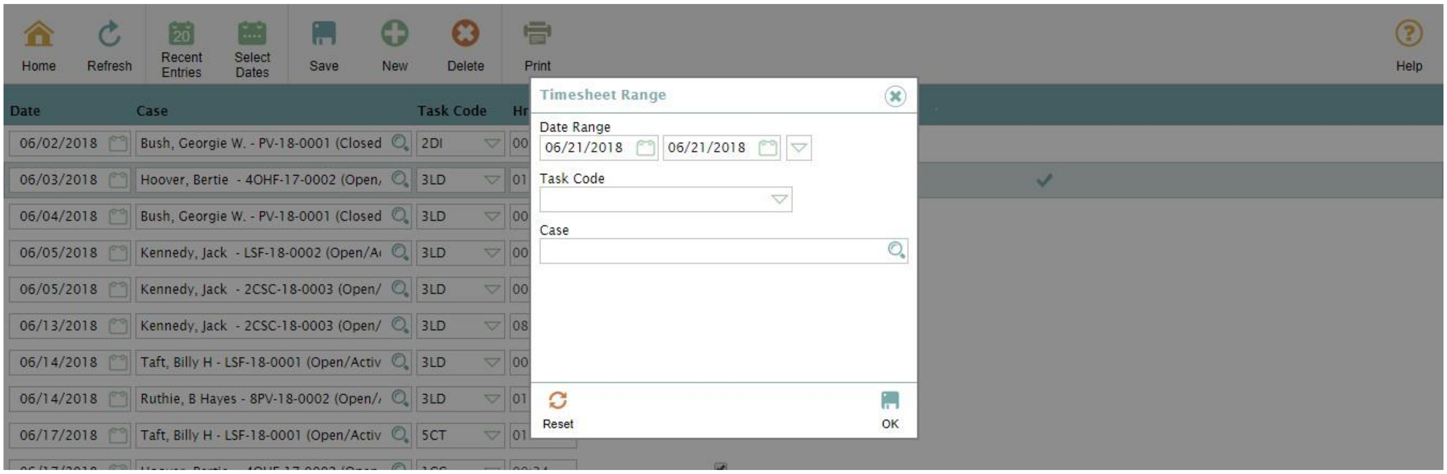
Once you have completed all of the fields for the new entry, <u>click the *Save Button* at the top of the screen</u>. Failure to save prior to moving to a different screen (such as the *Home Page*) will result in the new entry being lost.

<u>Modifying an Existing Time Entry for Any of Your Cases:</u>

- The *Multicase Timesheet Screen* probably isn’t the most straightforward means of changing an entry that you’ve already saved, but it can be done.
    - If the entry appears in the list of recent entries when you first opened the *Multicase Timesheet Screen*, go ahead and make the changes you want. The first time you’ve clicked on that entry in the list, it’s highlighted as shown below (the check mark on the right indicates the selection). When you are done, be sure to click the *Save Button* at the top.



    - If the entry isn’t in the list of recent entries when you first opened the *Multicase Timesheet Screen*, you’ll have to search for it. Click the *Select Dates Button* at the top. This will bring up the following search popup:

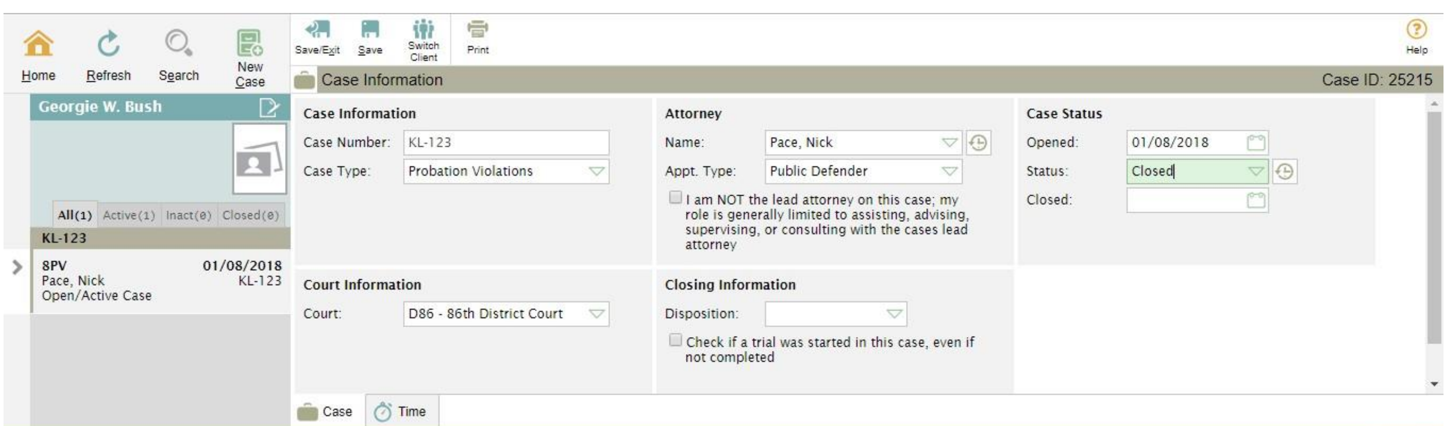


Fill in whatever fields you wish to search for, then click the little "disk" icon in the lower right corner of the search popup. A new set of time entries will be displayed that fit the criteria you entered and then you can modify (or delete) whichever entries you select. Don't forget to click the *Save Button* before moving on.

- If you want to go back to the list of your most recent entries you saw when the *Multicase Timesheet Screen* first opened, just click the *Recent Entries Button* at the top.

Entering Case Disposition\Pending Information

- A very important aspect of the time study is the requirement that participants report when a case worked on during the data collection period has closed. For example, the client might have been sentenced following a plea of guilty, the case might have been dismissed by the court following an evidentiary hearing, or the client might have hired private counsel. Some law firms and legal organization refer to such closed cases as ones that have been "disposed" or "terminated" or sent to "inactive" storage, but whatever the terminology used, these cases are those in which the attorney's active representation of his or her client has ended. Our calculations of average time expenditures for each of the study case types depend on accurate disposition information for any case for which you have submitted time and activity entries during the time study.
- When you have decided to end your representation of your client (using whatever definition of "closed case" your firm or organization normally employs), you will need to access the "Case" tab on the *Client Screen* for the case in question. See description for reaching the *Client Screen* in the section above titled **Getting to the *Client Screen***. Once you have selected the desired case, change the Status box on the right side of the screen to "Closed":



- Once "Closed" is selected, a new "Closing Information" section opens in the lower middle of the screen. There are two components of this section:
  - The Disposition box is a dropdown menu in which you can select from the following choices to describe how the case was closed:

Table 5 – Disposition Type Codes

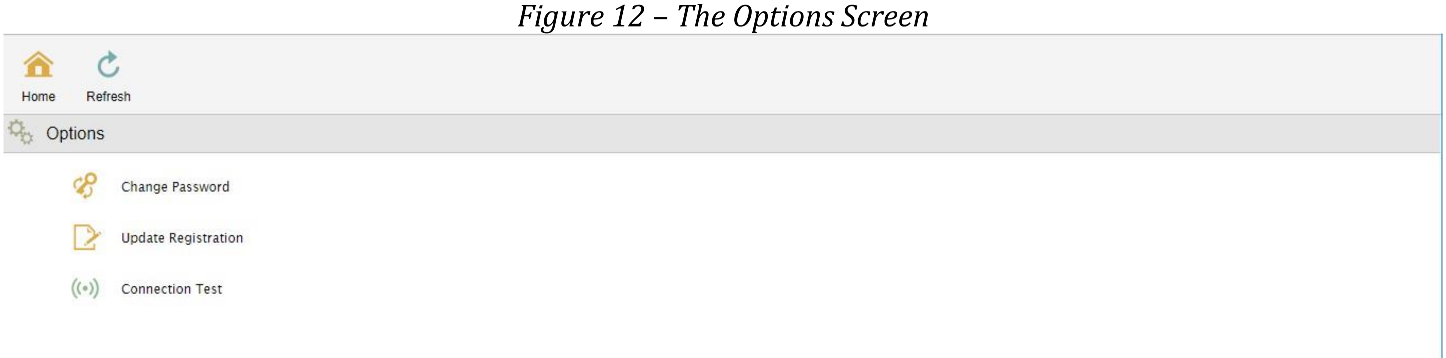
Manner of Disposition	Code	Explanation
Pending Matter (as of time study end)	1PM	The case was still open as of the end of the time study at 11:59pm on Sunday, August 19th .
Representation Ended Before Resolution	2REBR	The attorney appointed to represent the indigent defendant withdrew from the case prior to the resolution of the client's legal issues (for example, the client hired private counsel and so the appointment ended).
Resolution	3RES	The case closed.
Other Type of Outcome (not described above)	4OT	Another outcome not described above occurred prior to the end of the time study.

  - The "Check if a trial was started in this case, even if not completed" check box is to be clicked if there was a formal trial at any time during the life of the case, even if the trial took place prior to the start of the time study or prior to the appointment of the attorney participating in the time study.
- After the status has been changed, the Disposition code selected, and the trial check box considered, you will need to click the *Save Button* or the *Save\Exit Button* at the top of the screen.
- Note that beginning on Monday, August 20th, we will ask you to go back to each of the cases you registered to make sure that you have closed the case and selected the correct disposition of the case.

Application Tools

- The *Options Button* on the *Home Page* will open a set of utilities that may be of some use to you:

Figure 12 – The Options Screen

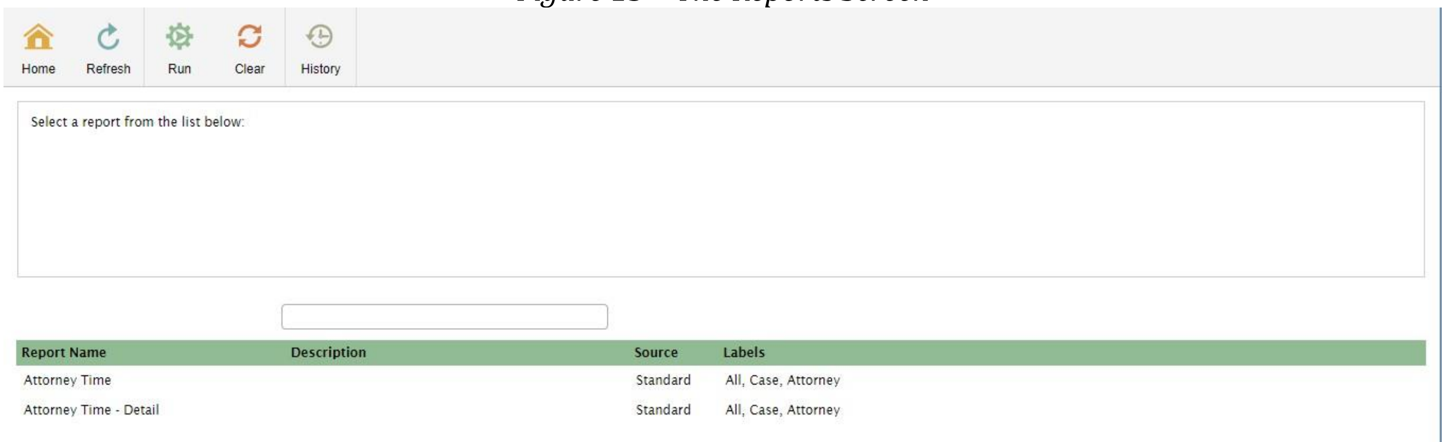


- The "Change Password" option will give you the opportunity to, well, change your password. "Update Registration" allows you to make changes to the information you submitted regarding your practice when you first opened the application. "Connection Test" is a tool that you may be asked to start by technical assistance staff at JusticeWorks (there is no reason to launch the test unless asked to do so).

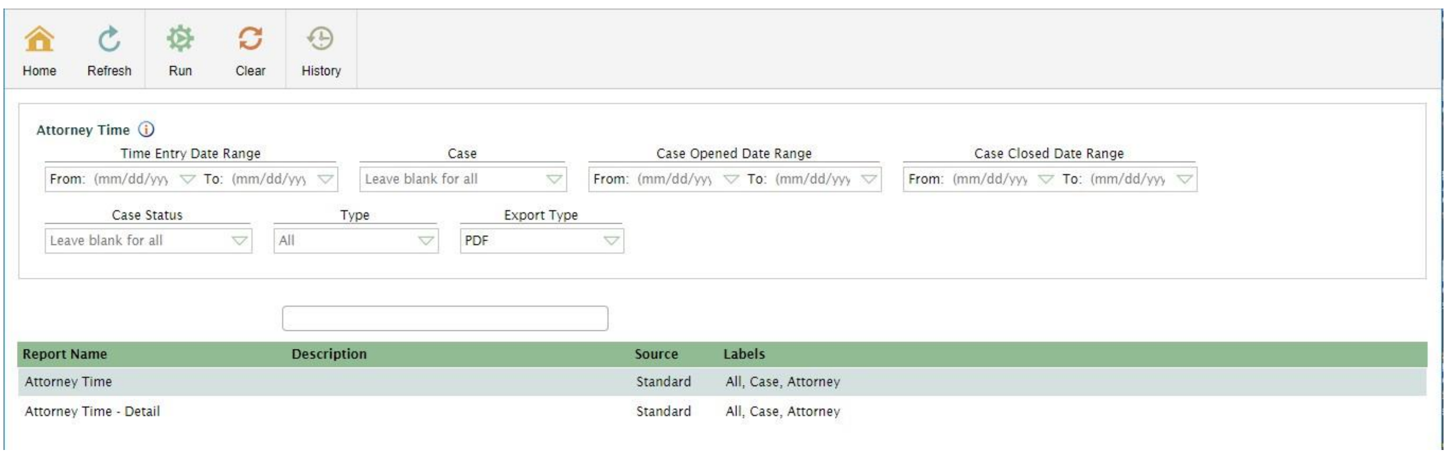
Running Reports

- If you are curious about the time entries you've submitting in the application, you can run two simple, customizable reports that display either total recorded time for each of your cases or the individual time entries. To open the *Reports Screen*, click the little green "chart" icon to the immediate left of the word "Reports" in the lower left part of the *Home Page*.

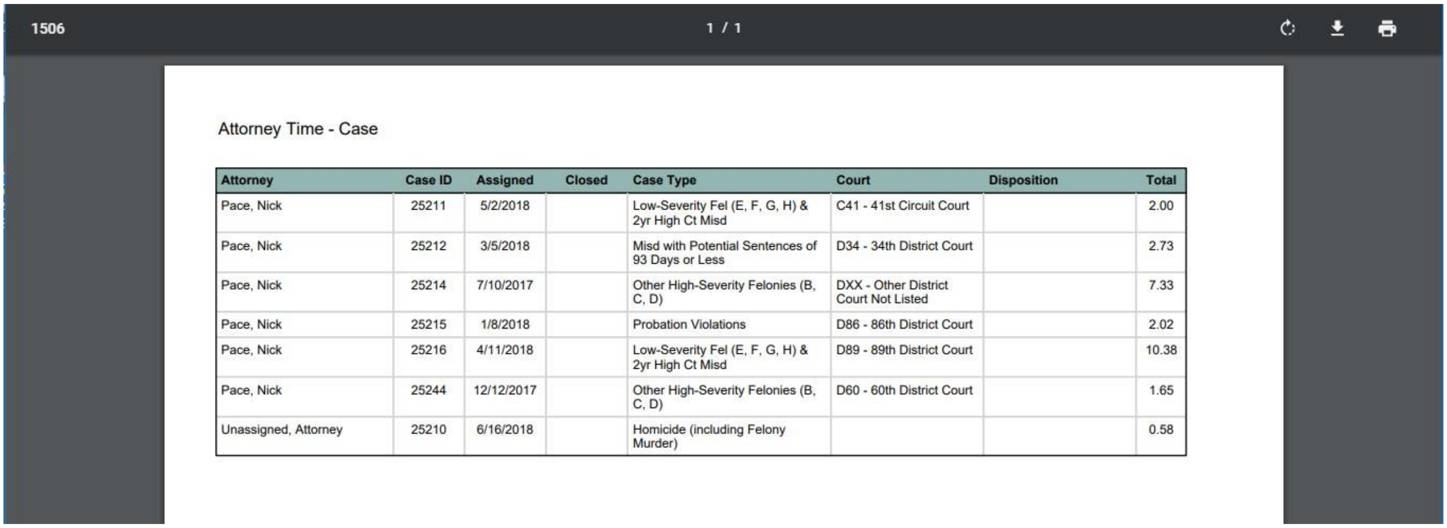
Figure 13 – The Reports Screen



- Clicking on the "Attorney Time" choice ("Attorney Time – Case Level" would be a more accurate name) will bring up a search box that will allow you to tailor your case level report by activity date, case, date of case opening, date of case closing, status, and case type:



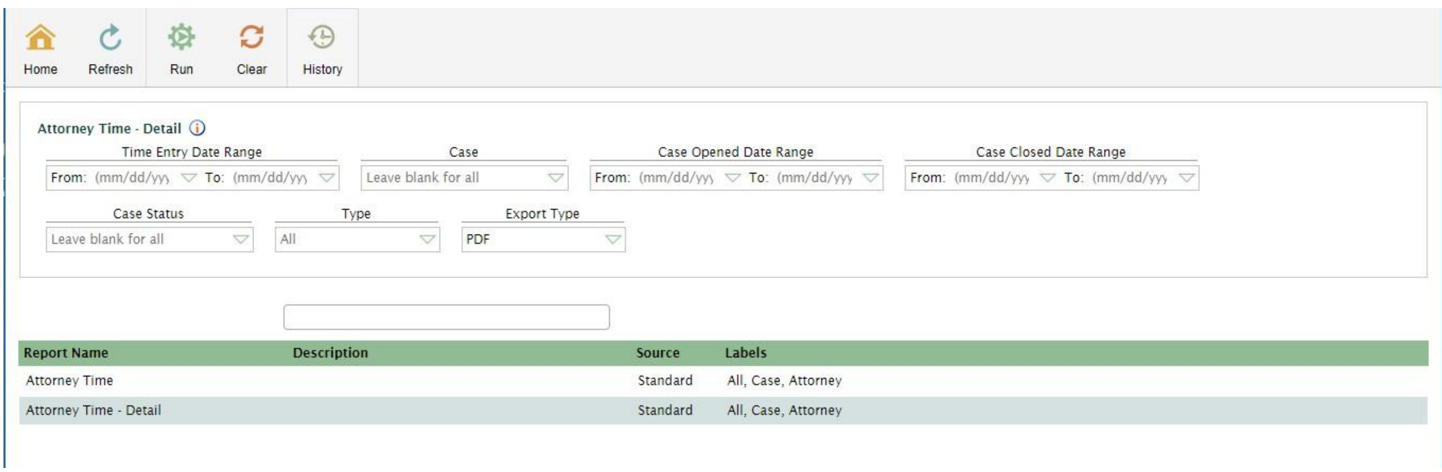
Clicking the *Run Button* at the top of the screen will generate this type of report:



Attorney Time - Case

Attorney	Case ID	Assigned	Closed	Case Type	Court	Disposition	Total
Pace, Nick	25211	5/2/2018		Low-Severity Fel (E, F, G, H) & 2yr High Ct Misd	C41 - 41st Circuit Court		2.00
Pace, Nick	25212	3/5/2018		Misd with Potential Sentences of 93 Days or Less	D34 - 34th District Court		2.73
Pace, Nick	25214	7/10/2017		Other High-Severity Felonies (B, C, D)	DXX - Other District Court Not Listed		7.33
Pace, Nick	25215	1/8/2018		Probation Violations	D86 - 86th District Court		2.02
Pace, Nick	25216	4/11/2018		Low-Severity Fel (E, F, G, H) & 2yr High Ct Misd	D89 - 89th District Court		10.38
Pace, Nick	25244	12/12/2017		Other High-Severity Felonies (B, C, D)	D60 - 60th District Court		1.65
Unassigned, Attorney	25210	6/16/2018		Homicide (including Felony Murder)			0.58

- Clicking on the “Attorney Time - Detail” choice will also bring up a search box that will allow you to tailor your individual time entry report by activity date, case, date of case opening, date of case closing, status, and case type:



Clicking the *Run Button* at the top of the screen will generate this type of report showing each of your time entries:

Attorney Time - Detail

Client	Attorney	Case Number	Case Type	Assigned	Disp Date	Disposition	Date	Activity	Time
Bush, Georgie	Pace, Nick	KL-123	8PV	1/8/2018			4/3/2012	4PP	1:04
Bush, Georgie	Pace, Nick	KL-123	8PV	1/8/2018			5/3/2018	2DI	
Bush, Georgie	Pace, Nick	KL-123	8PV	1/8/2018			6/1/2018	5CT	0:03
Bush, Georgie	Pace, Nick	KL-123	8PV	1/8/2018			6/2/2018	2DI	0:54
Hoover, Bertie	Pace, Nick	DC-78453 (HK)	4OHF	12/12/2017			6/3/2018	3LD	1:05
Hoover, Bertie	Pace, Nick	DC-78453 (HK)	4OHF	12/12/2017			6/17/2018	1CC	0:34
Kennedy, Jack	Pace, Nick	MD-235	5LSF	4/11/2018			3/2/2018	3LD	10:23
Nixon, Dick	Pace, Nick	HF-1234-A(SC)	4OHF	7/10/2017			2/5/2018	4PP	3:20
Nixon, Dick	Pace, Nick	HF-1234-A(SC)	4OHF	7/10/2017			5/2/2018	2DI	4:00
Taft, Billy	Pace, Nick	CR-135	7M93	3/5/2018			3/5/2018	3LD	0:45
Taft, Billy	Pace, Nick	CR-135	7M93	3/5/2018			4/1/2018	5CT	0:30
Taft, Billy	Pace, Nick	CR-2016-3234	5LSF	5/2/2018			4/10/2018	7OT	0:05
Taft, Billy	Pace, Nick	CR-2016-3234	5LSF	5/2/2018			5/30/2018	2DI	0:10
Taft, Billy	Pace, Nick	CR-2016-3234	5LSF	5/2/2018			6/14/2018	3LD	0:12
Taft, Billy	Pace, Nick	CR-2016-3234	5LSF	5/2/2018			6/17/2018	5CT	1:33
Taft, Billy	Pace, Nick	CR-135	7M93	3/5/2018			6/18/2018	7OT	1:29